



Kelly A Allard

11/22/2005 11:57 AM

To: Christine Smetek/MEP/MEH@MEH, Deborah L Jewett/MEP/MEH@MEH, Jennifer Koller/MEP/MEH@MEH, Robin Kuehn/MEP/MEH@MEH, Steve Mrazek/MEP/MEH@MEH, Tanya O Dadian/MEP/MEH@MEH, Teki Dilaveri/MEP/MEH@MEH, Thomas Moker/MEP/MEH@MEH, Brad Kraut/MEP/MEH@MEH, Cindy Bell/MEP/MEH@MEH, Dafina A Roter/MEP/MEH@MEH, David Bowen/MEP/MEH@MEH, Jill Lewis/MEP/MEH@MEH, Rachel Anderson/MEP/MEH@MEH, Ken Sherfinski/MEP/MEH@MEH, Catherine Gilbert/MEP/MEH@MEH, Beth Nacker/MEP/MEH@MEH, Denise M Dembosky/MEP/MEH@MEH, Jennifer Pluer/MEP/MEH@MEH, Jason J Lehrman/MEP/MEH@MEH, Brad Kraut/MEP/MEH@MEH, Dafina A Roter/MEP/MEH@MEH, Rachel Anderson/MEP/MEH@MEH

cc:

Subject: New Supervisors and Leads

I am pleased to announce that we have several new leaders for the MKE station:

Tom Moker has been promoted to Supervisor for the MKE station. Tom's primary role will be the D-52 transition.

Steve Mrazek has also been promoted to Supervisor for the MKE station. Steve will also be primarily responsible for D-52.

Rachel Anderson, Tom Dace, Brad Kraut, and Dafina Roter have all been promoted to Lead agents. Brad will be one of our new leads for D-52. Tom, Rachel and Dafina will be lead agents to fill the open positions for the Midwest side.

Please join me in congratulating and welcoming all of our new leaders.

Kelly

## Member Listing

## TROOP ID # 05043

Member ID	Name of Adult Members	Adult Position	Member RptCode	Member Regarea
<u>11501393</u>	Ohm, Tracy	ASSISTANT TROOP LEADER (02)	516	516
<u>11501392</u>	Roter, Dafina	TROOP COMMITTEE MEMBER (03)	516	516

Member ID	Name of Adult Members	Additional Adult Position	Member RptCode	Member Regarea
No Adults Found with Additional Positions				

Member ID	Name of Girl Members	Grade	Member RptCode
<u>11846291</u>	Caby, Jordan	2	516
<u>11501391</u>	Hermanson, Madison	2	516
<u>11501385</u>	Janda, Carly	2	516
<u>0547024</u>	Krutke, Samantha	2	516
<u>11846292</u>	Labodda, Rachel	2	516
<u>11501386</u>	Laffin, Alyssa	2	516
<u>11501387</u>	Miller, Jenna	2	516
<u>11501388</u>	Oatley, Madilyn	2	516
<u>11501389</u>	Roter, Grace	2	516
<u>11501390</u>	Tomczak, Angela	2	516
<u>12248252</u>	Torbeck, Samantha	2	516
<u>11846293</u>	Wage, Kendall	2	516

March 7, 2007

Dear Amanda Hendler and Kelly Allard,

I am writing today to tell you what an exemplary employee you have in Dafina Roters (badge 11436). At approximately 7:20 PM on March 7<sup>th</sup>, 2007 a female passed out in the women's restroom near D-52. Ms Roters crawled on the bathroom floor to open the stall door so the Fire Rescue Units and the Milwaukee County Sheriffs Office could assist the woman who was unresponsive in the stall.

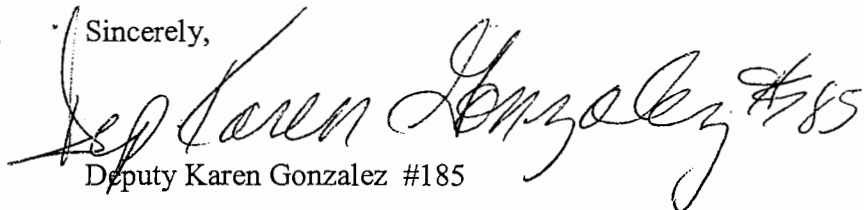
The woman she assisted was extremely distraught when she came to and was very afraid of men. Ms. Roters realized that this woman only trusted her and she stayed with the subject to keep her calm.

This situation could have been less pleasant if we had to force the patient to be transported. Due to Dafina Roters calm and caring nature we were able to get the patient into an ambulance without incident.

You should be very proud of how she represented your airline.

It was a pleasure to assist such a professional.

Sincerely,

A handwritten signature in black ink that reads "Deputy Karen Gonzalez #185". The signature is written in a cursive, flowing style. The word "Deputy" is written in a smaller, more compact script, while "Karen Gonzalez" is larger and more prominent. The number "#185" is written at the end of the signature.

**I am resubmitting this letter May 6, 2007 after learning no one received the first letter.**

## Thank You Team 8/8

Ganabathi, Peter P.

**Sent:** Monday, August 08, 2011 1:21 PM

**To:** deWerff, Shaun M.; Bodis, M Paul; Hunt, Elizabeth M.; Roter, Dafina A.

**Cc:** Nacker, Beth A.; Hafferkamp, Jeffrey D.

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Team,

I just want to say thank you to each one of you for stepping up and helping out today when we were short an agent. It was a really uplifting to know each of you were ready and willing to step up and take the extra tasks in addition to your own work load. I really appreciate it.

Thanks again guys and great work today!

-Pete

**Peter P. Ganabathi**

MKE Hub Operations Supervisor

### **FRONTIER AIRLINES**

General Mitchell Int'l Airport

5300 S. Howell Ave.

Milwaukee, WI 53207

☎ (414) 294-6290 - Tower

☎ (414) 294-6116 - Office

☎ (414) 899-9169 - Cell

✉ [peter.ganabathi@flyfrontier.com](mailto:peter.ganabathi@flyfrontier.com)

**Denise M Dembosky**

04/10/2006 11:36 AM

To: Christine Smetek/MEP/MEH@MEH, Dafina A Roter/MEP/MEH@MEH,  
Kelly A Allard/MEP/MEH@MEH

cc:

Subject: Thank You !



I wanted to take the time to acknowledge each of your participation in ensuring Mrs. Skinner was taken care of upon her arrival into MKE on Friday afternoon.

This type of service is beyond the call of duty - however, your acceptance in stepping in and up; even in the middle of a crazy operation, each of you contributed to the reputation we are known for!

A sincere "Thank You"!

DD



Jason J Lehrman

06/26/2007 02:07 PM

To: Paul M Bodis/MEP/MEH@MEH, Cheryl Estrada/MEP/MEH@MEH, Mike T Hammer/MEP/MEH@MEH, Rick Jager/MEP/MEH@MEH, Brian Sobeski/MEP/MEH@MEH, Mary E York/MEP/MEH@MEH, Kristi Frohmader/MEP/MEH@MEH, Micheal Leonard/MEP/MEH@MEH, Heather Hasting/MEP/MEH@MEH, Rebecca Farley/MEP/MEH@MEH, Daniel Connelly/MEP/MEH@MEH, Theresa O'Neill/MEP/MEH@MEH, David Gramza/MEP/MEH@MEH, Dafina A Roter/MEP/MEH@MEH, Randall G Bucheger/MEP/MEH@MEH, Jason A Koch/SYX/MEH@MEH, Ed Boucha/MEP/MEH@MEH, Billy R Shepherd/SYX/MEH@MEH, Michelle Weston/SYX/MEH@MEH, Norman Blandon/SYX/MEH@MEH, Brent Koch/SYX/MEH@MEH, Thomas Eckert/SYX/MEH@MEH, James Mueller/SYX/MEH@MEH, David Peters/SYX/MEH@MEH, Mark Colton/MEP/MEH@MEH, Michael T Schneider/SYX/MEH@MEH, Karrin Koppes/MEP/MEH@MEH, Carol Wenzel/SYX/MEH@MEH, Iris Cortes/SYX/MEH@MEH, Susan Benn/SYX/MEH@MEH, Ken Sherfinski/MEP/MEH@MEH, Timm Short/MEP/MEH@MEH, Ana C Velandia/MEP/MEH@MEH, James Waschsning/MEP/MEH@MEH, Marina Djakovic/MEP/MEH@MEH, Christine Smetek/MEP/MEH@MEH, Tanya O Dadian/MEP/MEH@MEH, Jennifer Koller/MEP/MEH@MEH, Stephanie R Brown/MEP/MEH@MEH, Thomas Moker/MEP/MEH@MEH, Jennifer Pluer/MEP/MEH@MEH, Ken Sherfinski/MEP/MEH@MEH, Amanda Hendler/MEP/MEH@MEH, Jennifer L Stone/MEP/MEH@MEH, Robin Wink/MEP/MEH@MEH, Cindy Bell/MEP/MEH@MEH, Jill Lewis/MEP/MEH@MEH, Dafina A Roter/MEP/MEH@MEH, Brad Kraut/MEP/MEH@MEH, Rachel Anderson/MEP/MEH@MEH, Thomas K Dace/MEP/MEH@MEH, Kamell DeGoo/MEP/MEH@MEH, Christin Nieman/MEP/MEH@MEH, Bernard D Kramer/MEP/MEH@MEH, Carmen Hernandez/SYX/MEH@MEH, Richard Kalczynski/SYX/MEH@MEH, Linda Lancour/SYX/MEH@MEH, Frederick Reaves/SYX/MEH@MEH, Brianna Bergsrud/SYX/MEH@MEH, Monica Totsky/SYX/MEH@MEH, Brian Bielert/SYX/MEH@MEH, Jose A Carrero-Velasques/SYX/MEH@MEH, Wayne Darling/MEP/MEH@MEH, Mark Tiedke/MEP/MEH@MEH, Brian Misko/MEP/MEH@MEH, Mike Bellante/MEP/MEH@MEH, Steve T Dresen/MEP/MEH@MEH, Steven R Jurgens/MEP/MEH@MEH, Michael A Desmond/MEP/MEH@MEH, Bonnie Ryan/MEP/MEH@MEH, Angela M Kaiser/MEP/MEH@MEH, Vicky Persha/MEP/MEH@MEH, Daniel J. Miller/MEP/MEH@MEH, Christopher I Simono/MEP/MEH@MEH, Amy L Schneider/MEP/MEH@MEH, Carrie A Weinstock/MEP/MEH@MEH, Kerry Kabot/MEP/MEH@MEH, Brad Kraut/MEP/MEH@MEH, Christine Smetek/MEP/MEH@MEH

cc: Cherri Varisco/MEP/MEH@MEH, Kelly A Allard/MEP/MEH@MEH, Denise M Dembosky/MEP/MEH@MEH, Beth Nacker/MEP/MEH@MEH, Jay Cramer/MEP/MEH@MEH, Raul Figueroa/MEP/MEH@MEH, Albert Vega/MEP/MEH@MEH, Jim Ostovich/MEP/MEH@MEH, Tim M Toma/MEP/MEH@MEH, Chuck Fry/MEP/MEH@MEH, Todd Luebstorf/MEP/MEH@MEH, Doug Coy/MEP/MEH@MEH, Debra L Breeden/MEP/MEH@MEH, Tricell N Brown/MEP/MEH@MEH, Ken Sherfinski/MEP/MEH@MEH

Subject: New part time operations agent Dafina Roter

I am pleased to announce Dafina Roter as a new part time operations agent for MKE. Dafina brings 3.5 + years of customer service, and has been a fill in operations agent before, plus she brings in her experiences as a Lead agent. Please join me in welcoming Dafina back to the operations tower. Dafina will take over the open line on August 13th after two weeks of recurrent training.

**Company** Midwest Express  
**First Name** Dafina  
**Last Name** Roter  
**Middle Initial** A  
**Comail** MKE-AP  
**Phone**  
**Fax #**  
**Pager #**  
**Location** Milwaukee  
**Title** Customer Service Lead  
Agent  
**Date of Hire** 09/08/2003  
**Department** Milwaukee Station  
**Employee Number** 46068



Jason J. Lehrman - Customer Service Supervisor - Operations  
Operations Tower - MKE  
Midwest Airlines, Inc. MKE/PAX/AP  
5300 South Howell Avenue  
Milwaukee, Wisconsin 53207  
(414) 294-6125 (w)  
jason.lehrman@midwestairlines.com



Kelly A Allard

04/10/2007 12:59 PM

To: Christine Smetek/MEP/MEH@MEH, Jennifer Koller/MEP/MEH@MEH, Robin Wink/MEP/MEH@MEH, Tanya O Dadian/MEP/MEH@MEH, Thomas Moker/MEP/MEH@MEH, Stephanie R Brown/MEP/MEH@MEH, Amanda Hendler/MEP/MEH@MEH, Jennifer L Stone/MEP/MEH@MEH, Brad Kraut/MEP/MEH@MEH, Cindy Bell/MEP/MEH@MEH, Dafina A Roter/MEP/MEH@MEH, Jill Lewis/MEP/MEH@MEH, Rachel Anderson/MEP/MEH@MEH, Thomas K Dace/MEP/MEH@MEH, Kamell DeGoa/MEP/MEH@MEH, Christin Nieman/MEP/MEH@MEH, Jamie Hesebeck/MEP/MEH@MEH  
cc: Denise M Dembosky/MEP/MEH@MEH, Beth Nacker/MEP/MEH@MEH  
Subject: Gate Delays

All-

First koodoos to all of you for the tremendous job you all did last week with all you were dealt! I am very impressed with all of your leadership abilities. Last week could have very well been the most challenging operation many of us have seen. I can not thank each one of you enough for the hard work each of you did keeping it all together!!

With that said, month to date we have incurred 77 gate delays. Our loads are coming down, AC's are back in service & staffing is good. I am asking each one of you to refocus on reaching our goal of 81.4% for the month of April. Each one of us knows what it takes to accomplish this goal. When making decisions please ask yourself "how is this going to affect the operation" don't just focus on the moment.

We have done it before so I am confident each one of you will take the necessary steps to reach this attainable goal!

Again thank you for all your hard work!

Kelly Allard  
Manager Customer Service-MKE  
Midwest Airlines  
Office 414-294-6373  
Cell 414-975-8611  
kelly.allard@midwestairlines.com





Kelly A Allard

03/16/2007 04:39 PM

To: Amanda Hendler/MEP/MEH@MEH

CC:

Subject: Compliment - Dafina

2/26/2007 DAFINA ROTER WAS REALLY HELPFUL DURING A STRESSFUL TIME FOR ME AND

WERE RUNNING LATE FOR OUR FLIGHT AND SHE DID WHAT

US OUT. WE REALLY APPRECIATE DAFINA'S HELP.

MY 3 FRIENDS. WE

SHE COULD TO HELP

Kelly Allard  
Manager Customer Service-MKE  
Midwest Airlines  
Office 414-294-6373  
Cell 414-975-8611  
kelly.allard@midwestairlines.com



Kelly A Allard

01/08/2007 04:00 PM

To: Dafina A Roter/MEP/MEH@MEH  
cc: Amanda Hendler/MEP/MEH@MEH  
Subject: Performance

Hi Dafina,

I just wanted to let you know I have noticed an improvement in your performance the last month. It seems like you have gotten your spark back!

The one thing I would like you to work on is ensuring you are documenting & sending things on the same day.

Thanks,

Kelly Allard  
Manager Customer Service-MKE  
Midwest Airlines  
Office 414-294-6373  
Cell 414-975-8611  
kelly.allard@midwestairlines.com



Kelly A Allard

05/02/2007 02:15 PM

To: Amanda Hendler/MEP/MEH@MEH

cc:

Subject: Compliment Dafina

3/28/2007 DAFINA ROTER WAS EXTREMELY HELPFUL RETICKETING PAX CANCELED FLT

FLY STAND BY THROUGH SEVERAL FLIGHTS. DAFINA

AFTER THEY TRIED TO

DESERVES A RAISE!

Kelly Allard  
Manager Customer Service-MKE  
Midwest Airlines  
Office 414-294-6373  
Cell 414-975-8611  
kelly.allard@midwestairlines.com



Kelly A Allard

04/23/2007 10:10 AM

To: Amanda Hendler/MEP/MEH@MEH

cc:

Subject: Dafina

On April 19, 2007 Amanda and myself met with Dafina Roter to discuss her performance.

It was brought to Dafina's attention that she has been seen getting breakfast or eating when she should be on the block or planning for the block. We discussed Dafina separating from the supervisor to support the entire operation. It was also brought to Dafina's attention that she needs to support the newer agents.

We explained to Dafina that as a leader she is the role model. She is responsible for supporting all the technical aspects of the operation while keeping focus on the operation as a whole.

Dafina left with an understanding that she needs to act as leader at all times. Dafina will focus on providing support and letting the agents know when they are doing a good job.

Kelly Allard  
Manager Customer Service-MKE  
Midwest Airlines  
Office 414-294-6373  
Cell 414-975-8611  
kelly.allard@midwestairlines.com



Kelly A Allard  
09/15/2006 10:27 AM

To: Dafina A Roter/MEP/MEH@MEH  
cc: Amanda Hendler/MEP/MEH@MEH, Robin Wink/MEP/MEH@MEH  
Subject: Dafina and Tina

Dafina - thanks for your help!!

Kelly Allard  
Manager Customer Service  
Midwest Airlines  
1-414-294-6373  
kelly.allard@midwestairlines.com

----- Forwarded by Kelly A Allard/MEP/MEH on 09/15/2006 10:26 AM -----



Jennifer Remiszewski  
09/14/2006 05:52 PM

To: Kelly A Allard/MEP/MEH@MEH  
cc:  
Subject: Dafina and Tina

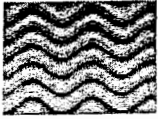
Hi Kelly,

I want to personally thank you and your staff for the quick follow up regarding the PAX situation that happened on 08/27/06. Dafina and Tina both took time to write a synopsis of what happened that day. This will greatly help Inflight in our coaching efforts.

My hats off to you and your team.

Thanks,

Jennifer Remiszewski  
Inflight Supervisor  
(414)294-6374



**Robin Wink**  
Sent by: Robin Kuehn

09/30/2006 04:33 PM

To: Amanda Hendler/MEP/MEH@MEH  
cc:  
Subject: Sun Sep 24 AM Counter Shift Report

Robin Wink  
Customer Service Supervisor - MKE  
(414) 294-6127  
robin.wink@midwestairlines.com

----- Forwarded by Robin Kuehn/MEP/MEH on 09/30/2006 04:33 PM -----

**Christine Smetek**  
09/24/2006 12:52 PM

To: Kelly A Allard/MEP/MEH@MEH, Thomas Moker/MEP/MEH@MEH,  
Tanya O Dadian/MEP/MEH@MEH, Robin Wink/MEP/MEH@MEH  
cc: Denise M Dembosky/MEP/MEH@MEH, Beth Nacker/MEP/MEH@MEH  
Subject: Sun Sep 24 AM Counter Shift Report

**Security:** No issues.

**Sick Calls:**

**Kiosks:** End kiosk still not printing clear. All others good.

**Skycaps:** No issues.

**Briefing:** Did not have time for a briefing today due to 805 cancelling.

**Facility:** Nothing to report.

**Counter Lines:** We were steadily busy today.

**Irregularities:** Flt 805 cancelled. All paxs going to TPA that were re-routed on FL came down to get their bags and all seemed to have questions about the cancellation. Really tied up the counter. Dafina and I were going thru the extra bags until 1000, trying to get them all re-routed. **Huge way to go to Dafina for her help.** We only had 2 additional bags at the end.



Rachel Anderson  
12/16/2006 05:18 PM

To: Denise M Dembosky/MEP/MEH@MEH, Kelly A  
Allard/MEP/MEH@MEH, Beth Nacker/MEP/MEH@MEH  
cc: Jill Lewis/MEP/MEH@MEH, Jennifer Koller/MEP/MEH@MEH  
Subject: A.M. Gate Shift Report 16DEC06

**Way To Go's:**

Dafina thank you for staying even though on coded hours to assist with the elderly lady and CFR, much appreciated!!

**Irregularities:**  
elderly

Nothing to speak of / downgrade for FLL, no issues. Flt 271 an

refused

pax fell in the middle of jetway, unstable, CFR came and pax

push until

any medical attention, had to hold off boarding plane did not

1338. Sent OCC report.

**Wchr's:**

All called for and no issues.

**Facility:**

All well.

**PDC's:**

Completed.

**Gate Sheets/Gate Assist Checklist:** Completed.

**Security:**

No Problems.

**Briefing:**

Ron ppr wrk.

**PSA's**

Flight # 271 Min. 13 Delay Code 61p # of pax 58

Gate Agent Jennifer Terry Agent Supervisor Jen Koller

Gate Assist Cathy Anderson Follow up required none

**Problem:** Started boarding @ 1300, elderly pax fell in jetway and held up boarding process due to CFR.

**Action:** Found the appropriate medical attention for pax and finished boarding process.

**Solution:** Was able to push a/c at 1338.

CC MKC

Amend

was now about 12<sup>45</sup> - 12<sup>50</sup> pm. He directed me to a special desk at the ticket counter. The kind Midwest Employees who Listened to me and Helped me were Jill Lewis & Dennis Schulko. They said they could get Lisa's phone to her if I could be back by 2<sup>00</sup> pm. Guardian Angels made sure Highway 43 ran smoothly. I returned to Midwest Cubic & check-in right before 2 pm. Dafina Roter kindly looked up my purse & wrote me a "gate pass". Jill Lewis stayed by my car to let the police know I would be right back. I got my daughter's cell phone to her at her gate and my maternal concerns were relieved.

Bette 332.914

Thank you for your wonderful caring employees who made this concern turn into a happy ending for my family. Sincerely, Christine Gould

10626 Turnberry Dr  
Mequon WI 53092

8-24-06

Dear Midwest Airlines,

On Monday, August 21, dropping my daughter off at the Milwaukee airport for her 2<sup>00</sup> pm departure to Atlanta became a bit of an adventure. We arrived at the airport at 12<sup>30</sup> and we were especially concerned with the new regulations.

As I pulled away from the curb I heard my daughter yelling at me. She realized she forgot her cell phone at home. She lives alone in an apartment in Atlanta where she'll be a senior at Emory this fall. The cell phone is the only phone she has. It is our lifeline to her. Had she Midwest Cubic & Check In counter over dilemma, We live in Mequon, 35-45" from Mitchell, and it



